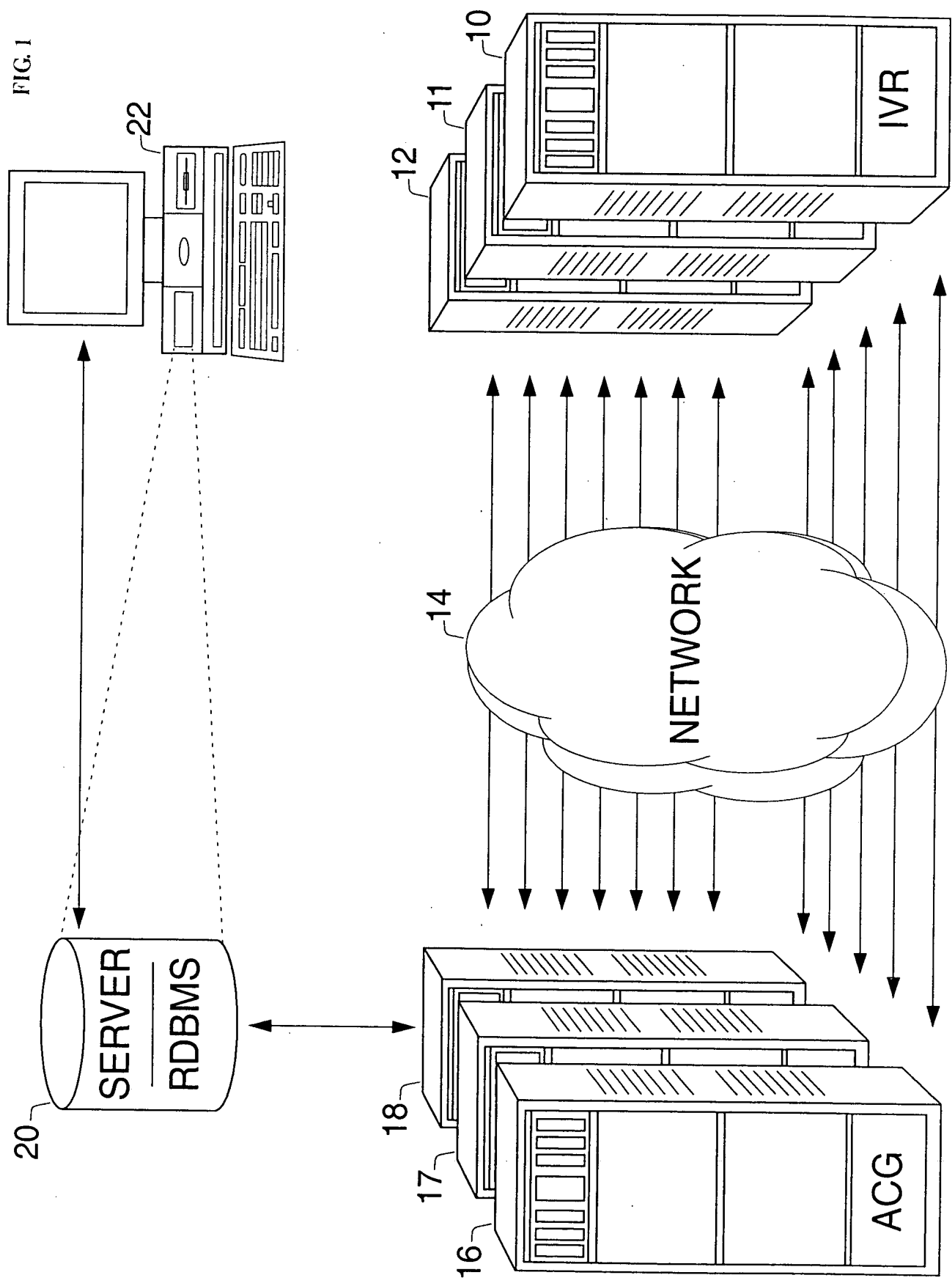


FIG. 1



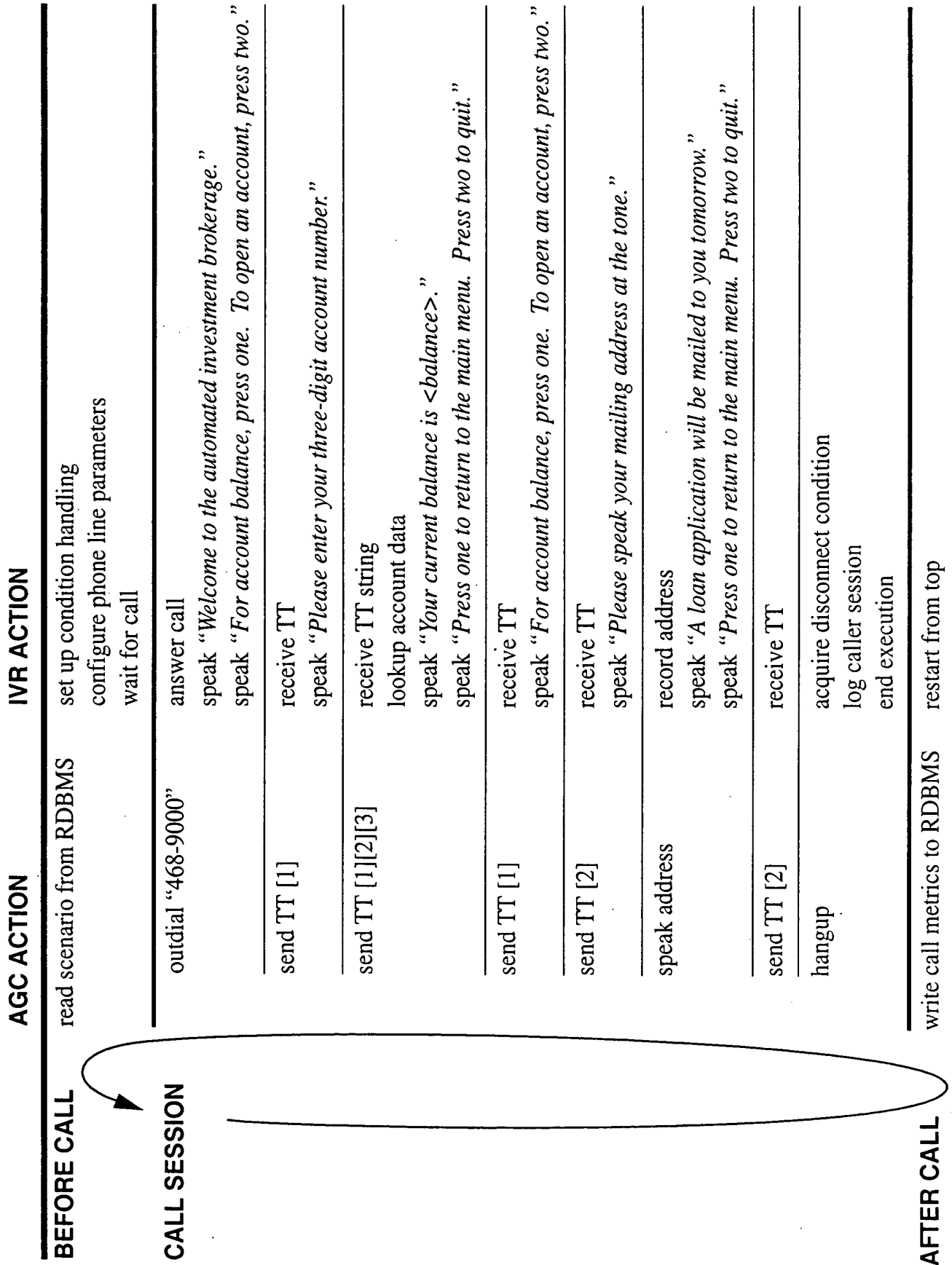


FIG. 2

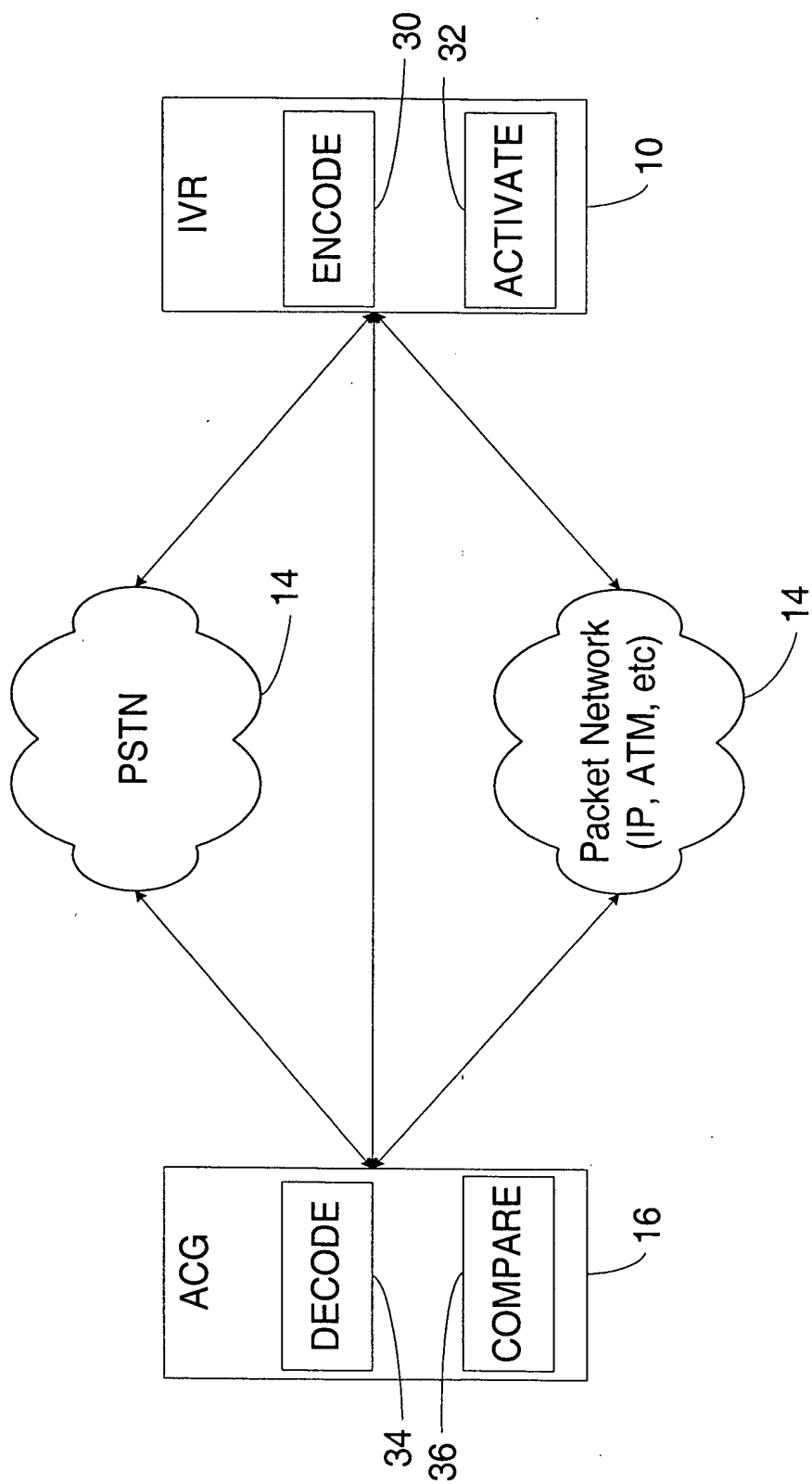


FIG. 3

"DTMF 1" "DTMF 1" "DTMF 1"
 "DTMF 1" "DTMF 1" "DTMF 0"
 "DTMF 1" "DTMF 0" "DTMF 1"
 "one"
 "DTMF 1" "DTMF 1" "DTMF 1"
 "DTMF 1" "DTMF 1" "DTMF 0"
 "DTMF 1" "DTMF 0" "DTMF 1"

FIG. 4

"DTMF 0" "DTMF 8" "DTMF 0"
 "DTMF 1" "DTMF 1" "DTMF 4"
 "DTMF 1" "DTMF 0" "DTMF 1"
 "DTMF 1" "DTMF 1" "DTMF 5"
 "DTMF 1" "DTMF 1" "DTMF 5"
 "Press one for date"
 "DTMF 0" "DTMF 3" "DTMF 2"
 "DTMF 1" "DTMF 0" "DTMF 0"
 "DTMF 0" "DTMF 9" "DTMF 7"
 "DTMF 1" "DTMF 1" "DTMF 6"
 "DTMF 1" "DTMF 0" "DTMF 1"

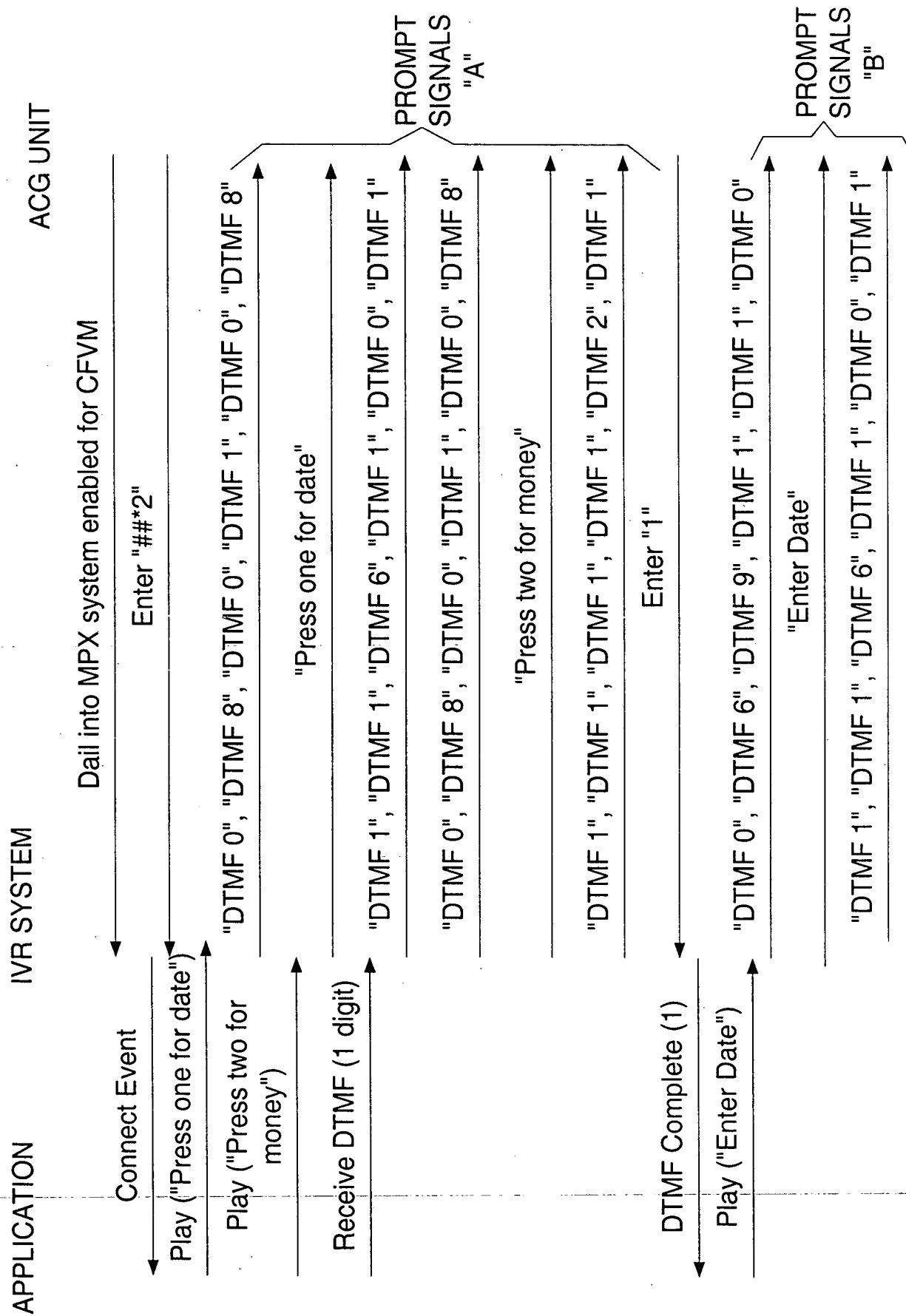
FIG. 5

"DTMF 0" "DTMF 8" "DTMF 0"
 "DTMF 1" "DTMF 1" "DTMF 4"
 "DTMF 1" "DTMF 0" "DTMF 1"
 "DTMF 1" "DTMF 1" "DTMF 5"
 "DTMF 1" "DTMF 1" "DTMF 5"
 "DTMF 0" "DTMF 3" "DTMF 2"
 "DTMF 1" "DTMF 1" "DTMF 1"
 "DTMF 1" "DTMF 1" "DTMF 0"
 "DTMF 1" "DTMF 0" "DTMF 1"
 "DTMF 0" "DTMF 3" "DTMF 2"
 "DTMF 1" "DTMF 0" "DTMF 2"
 "DTMF 1" "DTMF 1" "DTMF 1"
 "DTMF 1" "DTMF 1" "DTMF 4"
 "DTMF 0" "DTMF 3" "DTMF 2"
 "DTMF 1" "DTMF 0" "DTMF 0"
 "DTMF 0" "DTMF 9" "DTMF 7"
 "DTMF 1" "DTMF 1" "DTMF 6"
 "DTMF 1" "DTMF 0" "DTMF 1"

FIG. 6

<DIGIT 1, ID><DIGIT 2, ID><DIGIT 3, FRAMING><DIGIT 4, EXTENT>

FIG. 9



(TO FIG. 7B)

FIG. 7A

(FROM FIG. 7A)

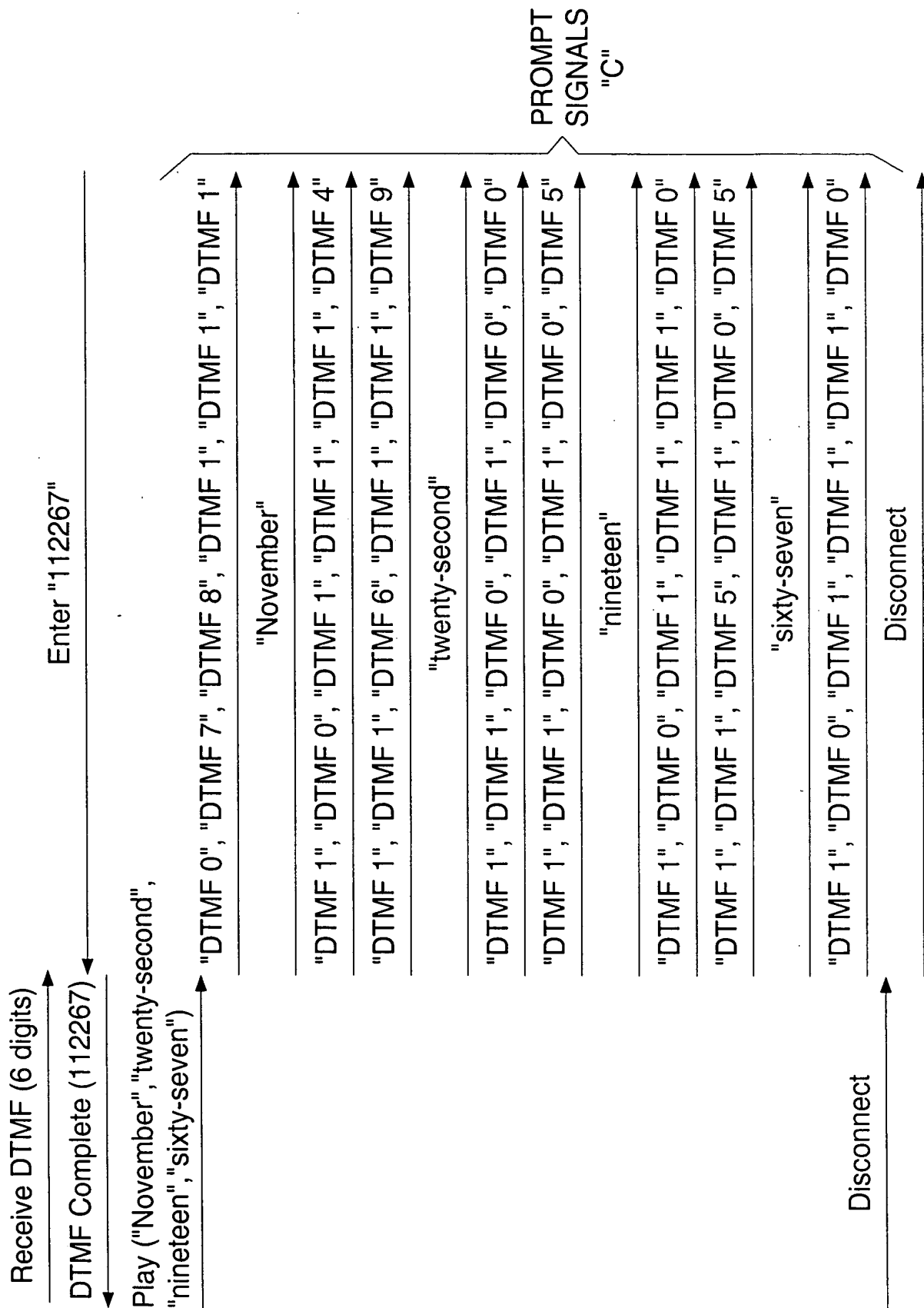


FIG. 7B

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graph TD
    40[PROVIDE IVR SYSTEM HAVING CFV MODE] --> 41[STORE PROMPT DATA RE CORRECT UTTERANCE CONTENT]
    41 --> 42[ACTIVATE CFV MODE BY CFV SEQUENCE CODE]
    42 --> 43[PLACE SIMULATED USER CALL TO IVR SYSTEM]
    43 --> 44[VIA CALL, RECEIVE INITIAL PROMPT SIGNAL FROM IVR SYSTEM]
    44 --> 45[VIA CALL, SEND RESPONSIVE FIRST DATA INPUT]
    45 --> 46[VIA CALL, RECEIVE 2ND PROMPT SIGNAL RESPONSIVE TO FIRST DATA INPUT]
    46 --> 47[VIA CALL, REPEAT STEPS 45 AND 46 FOR SUCCESSIVE DATA INPUTS AND PROMPT SIGNALS]
    47 --> 48[COMPARE CONTENT OF UTTERANCES AS RECEIVED WITH CONTENT STORED IN STEP 41 AND IDENTIFY DISCREPANCIES]
    48 --> 49[PROVIDE RECORD OF DISCREPANCIES]

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FIG. 8